

Erroneous On Order Quantity in SedonaOffice

01/03/2024 5:13 pm EST

Description of Issue:

Occasionally cases will come in where the customer is stating that the On Order quantity is incorrect.

Example:

S Inventory Part - SIGA-SD (SIGA-SD - SuperDuct, Signature Series duct smoke)

SIGA-SD

- Warehouses
 - National - CFA
 - Birm Service
 - Corporate
 - MCSFA - Austin
 - MCSFA-Dallas
 - MCSFA-Houston
 - MCSFA-San Antonio**
 - Open Purchase Order
 - Closed Purchase Order
 - Journal
 - Purchase Credits
 - Purchase Price Variance
 - Receipts
 - Repair Order
 - Returns
 - Sales Credits
 - Sales Invoice
 - Transfers - Open
 - Transfers - Closed
 - In Holding
 - Veh AFlores
 - Veh AMoreno
 - Veh BHoward
 - Veh DFulmer
 - Veh DLottie
 - Veh EMoreno
 - Veh JCedeno
 - Veh JTanner
 - Veh MSaudeco
 - Veh PRamos
 - Veh ZTravis
- Inactive Warehouses
- Alternate Parts
- Bills
- Direct Expense PO
- Purchase Credits
- Purchase Price Variances

Part Code: SIGA-SD
Description: SIGA-SD - SuperDuct, Signat...
Detail: SIGA-SD - SuperDuct, Signat...
Costing Method: Standard
Product Line: Smokes & Heats
Manufacturer: Edwards
Manuf Part Code: SIGA-SD
Manuf Warranty: No Warranty
Item Code: OTC Part
Income Acct: N/A
Direct Exp Acct: 580114
Freeze Purchases: N
List Price: 179.52
UPC:
Special Order: N
Sales Description: SIGA-SD - SuperDuct, Signat...
Sales Price: \$359.04
Service Description: SIGA-SD - SuperDuct, Signat...
Service Price 1: \$359.04
Service Price 2: \$359.04
Total Qty: 51
Total Value: \$8,913.27

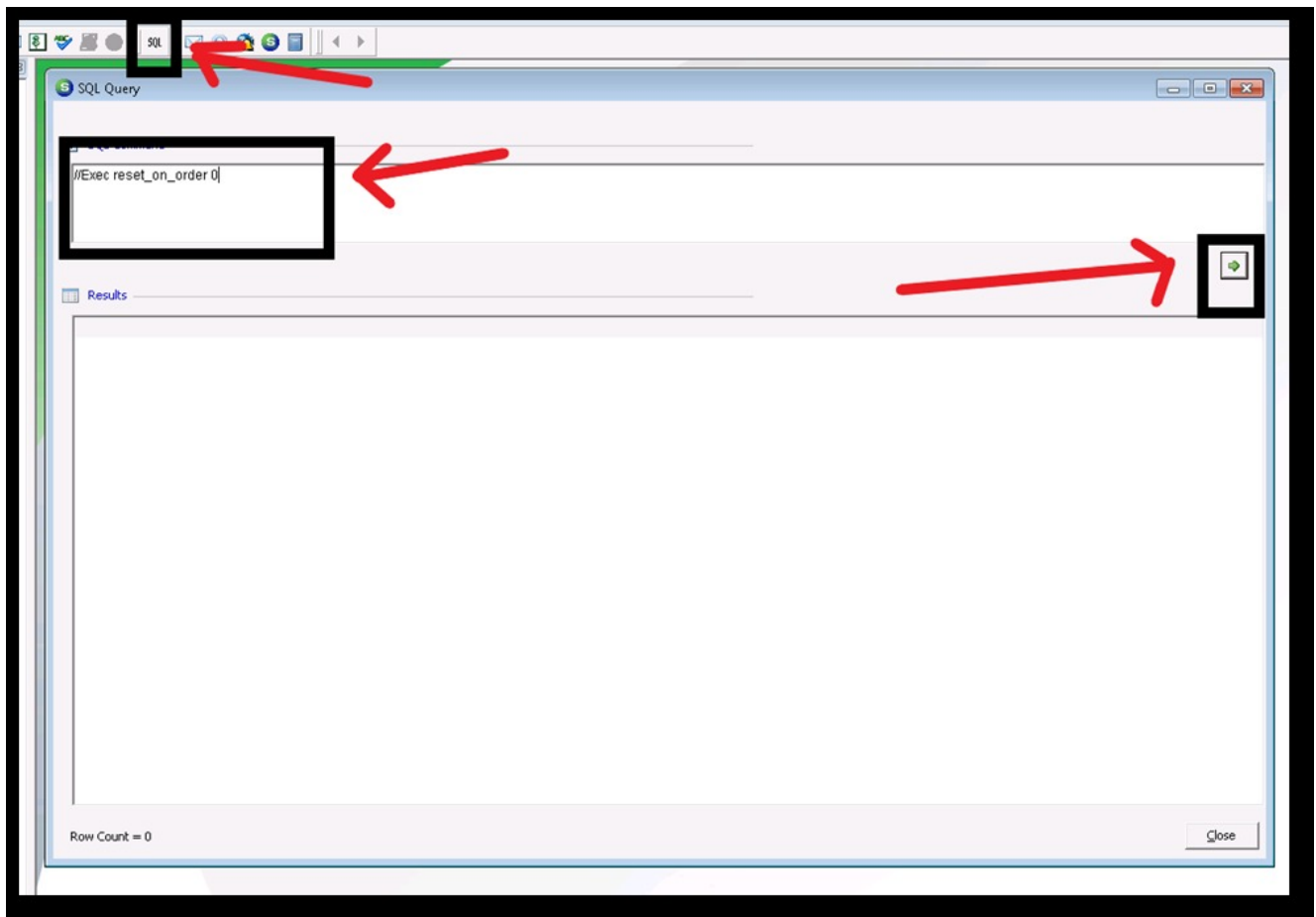
Warehouse:
Branch:
Account:
Minimum:
Maximum:
Committed:
Pending X:
Pending Y:
On Hand I:
On Order:
Out For R:
In Holding:
Value On H:
Row:
Shelf:
Bin:
Inactive:

Description	MCSFA-San Antonio
Branch	MCSFA-San Antonio
Account	120000
Minimum Quantity	4
Maximum Quantity	8
Committed Quantity	0
Pending XTFR In	0
Pending XTFR Out	0
On Hand New	17
On Order Quantity	19
Value On Hand	\$2,272.01
Row	
Shelf	
Bin	
Inactive	N

Fixes:

There is a script that can be run to cause the system to recalculate this value.

Go to the SQL window, put “//Exec reset_on_order 0” into the window, and hit the green arrow to execute the script.



This will cause the system to recalculate this value and remove the graphical glitch. If the value does not change, then you will need to work with the user to identify the issue further.